



Your Technology Partner

COMPANY PROFILE:

Commencing Business in 1992, our Company has been providing first class Sales, Service and Support to a large range of local businesses, Government Departments, large corporations and Not For Profit organisations for 25 years.

We are a strong, local, family based business, servicing a wide range of customers throughout Gippsland and the Latrobe Valley, and the South East suburbs of Melbourne, and we are Authorised Dealers and Repair Centre for Ricoh and Lanier products.

GTS Office Equipment has enjoyed a strong and stable presence in Victoria both directly and in partnership with Ricoh as dealer for 25 years. GTS Office Equipment enjoys a close working relationship and the ability to share resources and integrate with Ricoh. We have a proud history of collaboration, to the benefit of our customers.

We service a large range of customers throughout the state with a strong presence in the government sector.

WHAT WE OFFER OUR CUSTOMERS:

GTS provides comprehensive services for our Customers.

We know what your business requires and expects, and we provide skilled, technical expertise across a range of equipment – from single networked printers, to an integrated fleet of multi-national products.

We listen to your needs and objectives, and can provide a solution that is right for YOU!

We are committed to providing and exceeding your expectations for today and in to the future.

TECHNICAL SUPPORT:

GTS provides skilled technical expertise, delivered across a range of equipment, and working with the full support of the Ricoh and Lanier technical staff, GTS technical support teams will reduce your Company's downtime, and increase your productivity.

SERVICE AGREEMENTS:

To ensure your equipment delivers optimum results, it is essential to maintain equipment as per the Manufacturers recommendations.

GTS is the Authorised Repair Centre for Ricoh and Lanier products, and we can tailor a Service Agreement specifically to meet you needs and equipment.

MANAGEMENT SYSTEMS:

Our sophisticated Service Management System allows GTS to accurately track, monitor and report on every aspect of your equipment, allowing us to see, and check service history - including number of visits, monthly usage, faults reported, consumables used, and when toner/service is required.

This comprehensive overview of your equipment, and it's status/needs, allows the GTS Technical team to provide you the most efficient on-time service, which is essential for your equipment, and your business. Our machines are reliable and feature user friendly panels to facilitate a trouble-free operation.

Combine this with our machine pricing and complete management solution wrapped into one, have a very attractive total cost of ownership.

OUR COMMITMENT TO YOU:

GTS is committed to continuous improvement in all aspects of our business, to ensure that our products and service are provided promptly, reliably, and of the highest quality available. We stand firmly behind our products and solutions and look forward to an opportunity to discuss our offering with you further.



RICOH AUSTRALIA PROFILE

Ricoh Australia has held a presence in Australia since 1967 and is dedicated to the sales and service of Ricoh manufactured products, with a strong network in over 150 locations. Ricoh Australia has offices in all state capitals, and our exclusive Ricoh Business dealer network.

Ricoh Australia has extensive Australian facilities, including the National Technical Support Test Laboratory that provides resources to support the development of products and services in the Australasia region.

Ricoh Australia is also known for the provision of technical support and training services throughout the Asia Pacific region.



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